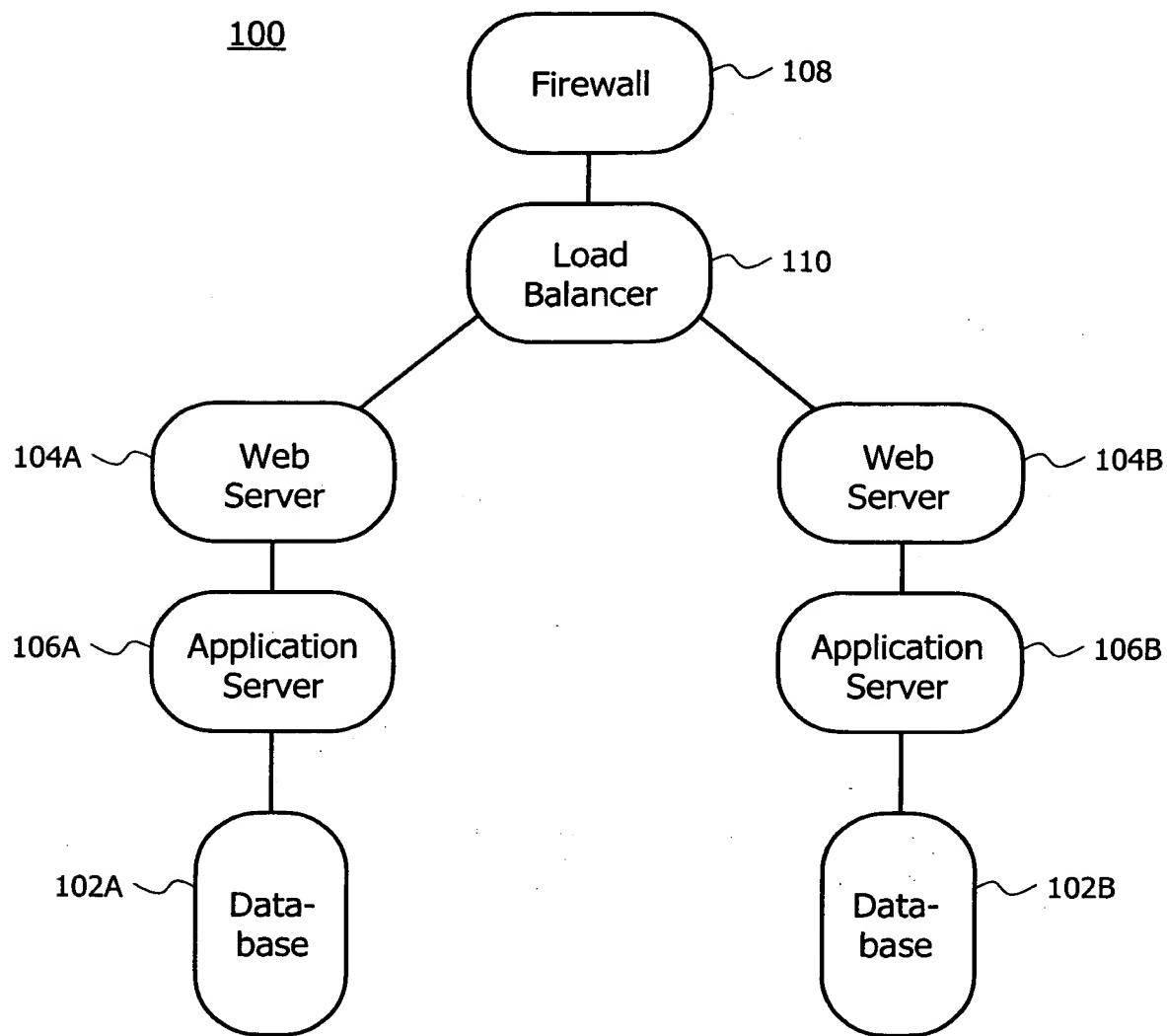


### 3-Tier System



**FIG. 1**

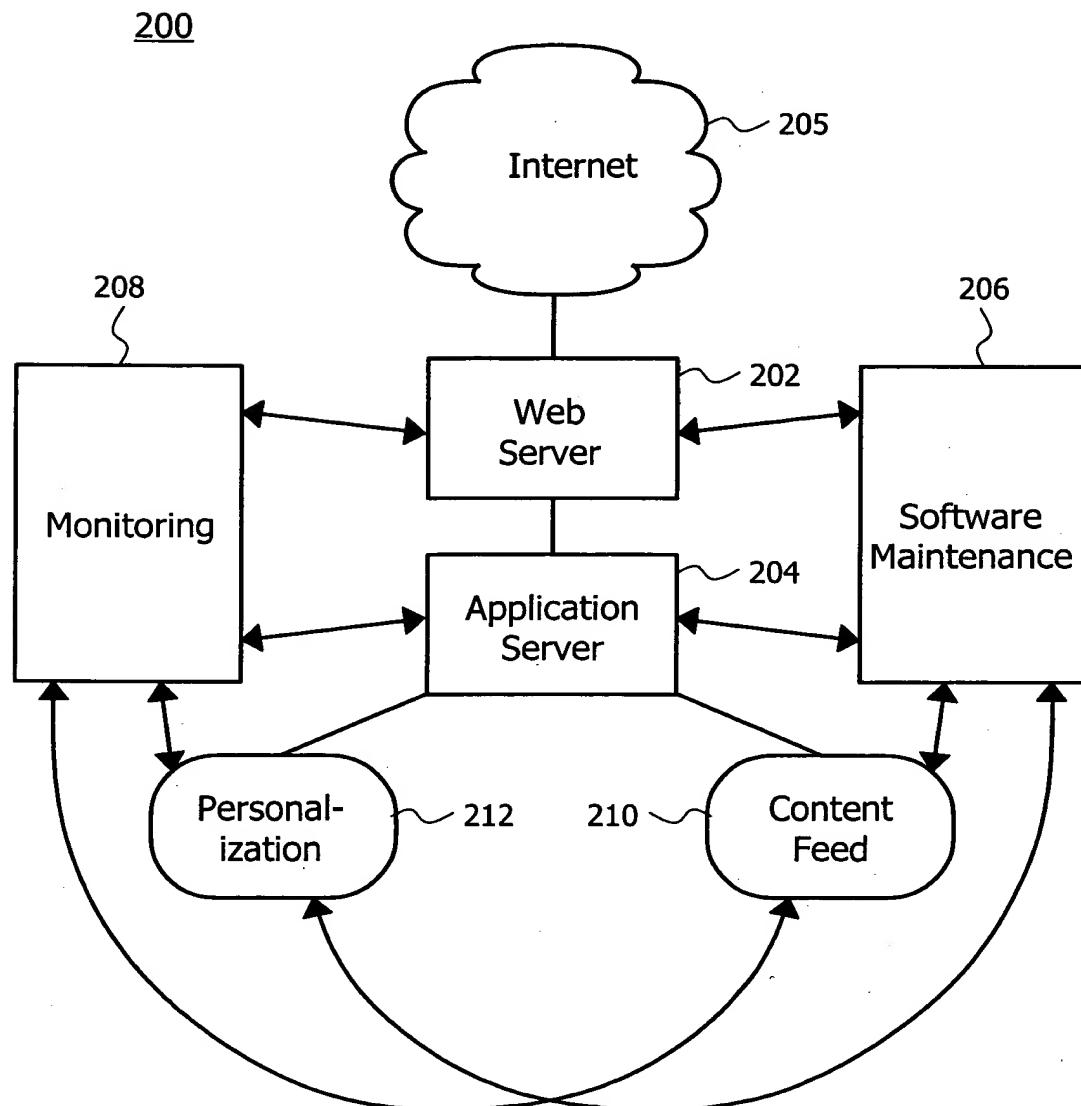
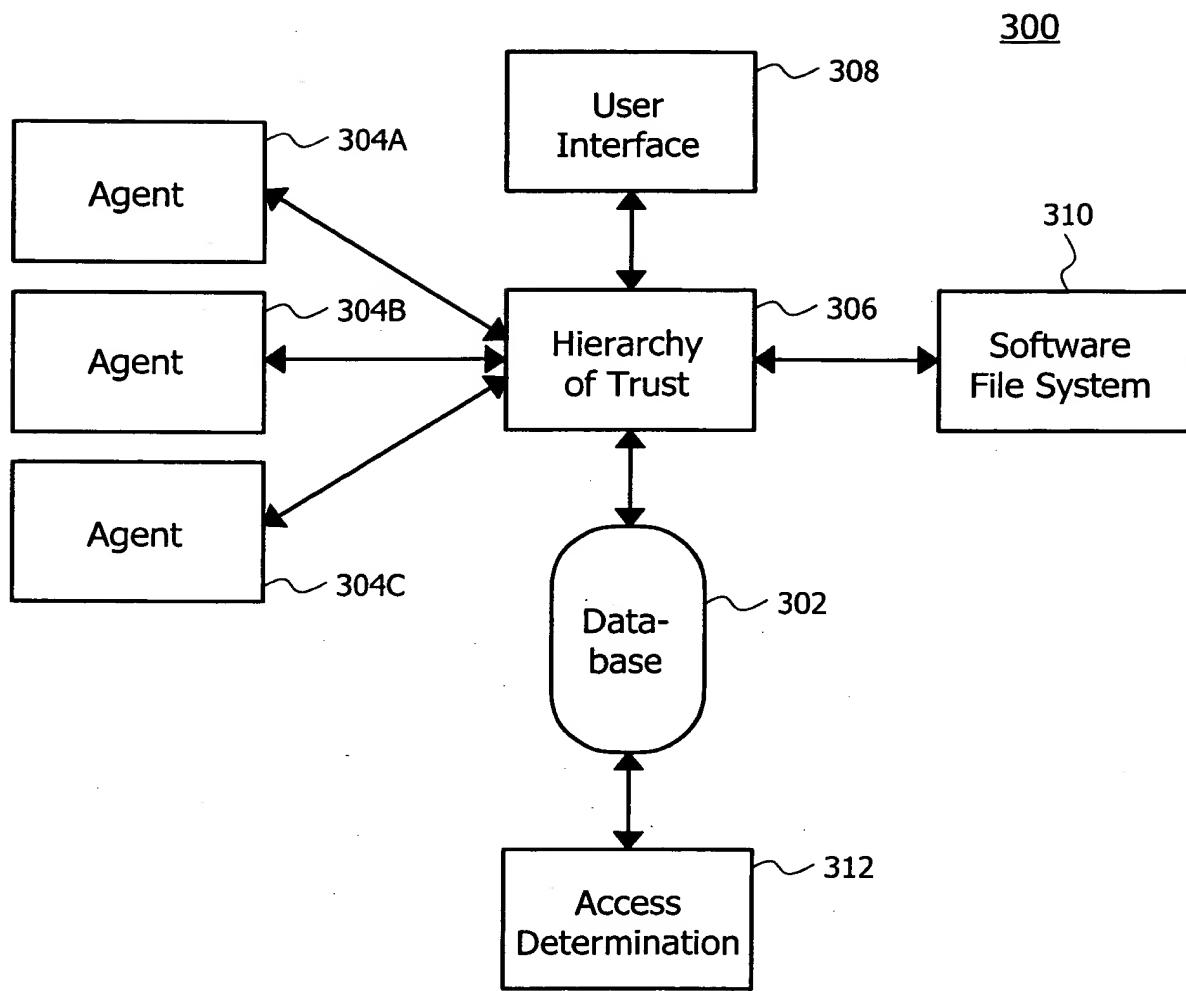
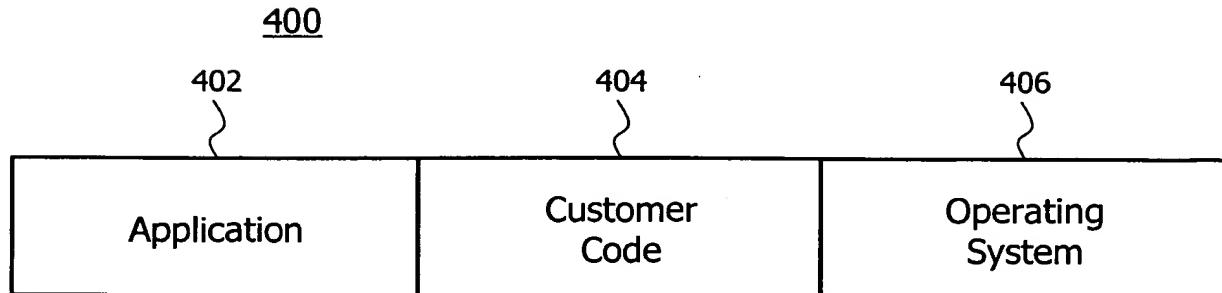


FIG. 2



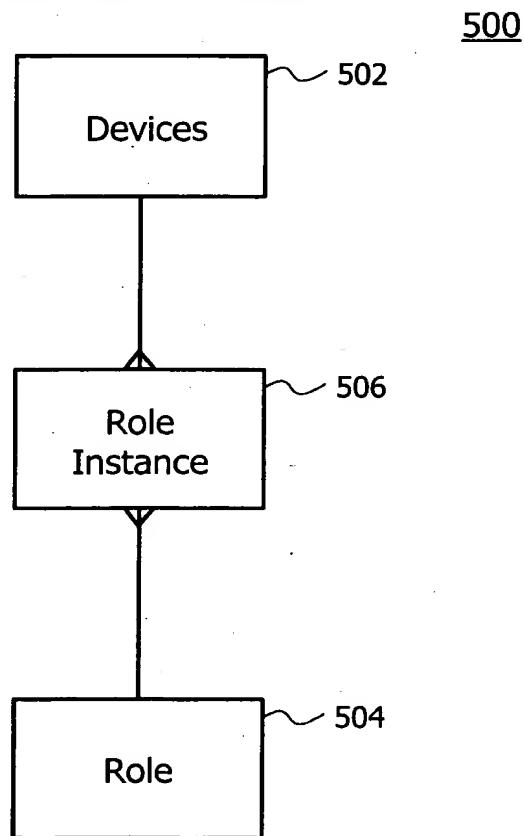
**FIG. 3**

### Customer Role Package



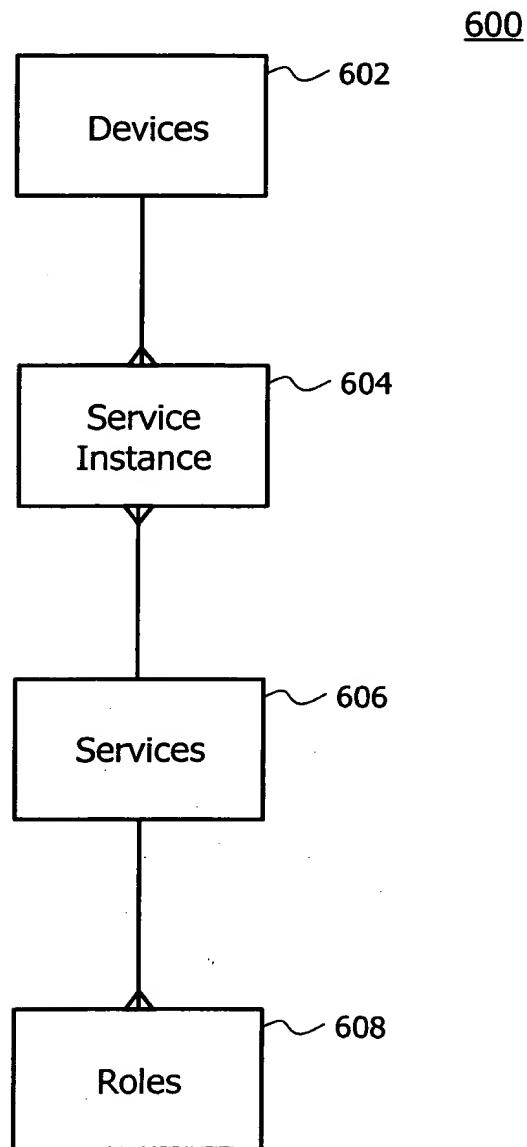
**FIG. 4**

### Role-centric Model



**FIG. 5**

Service-centric Model



**FIG. 6**

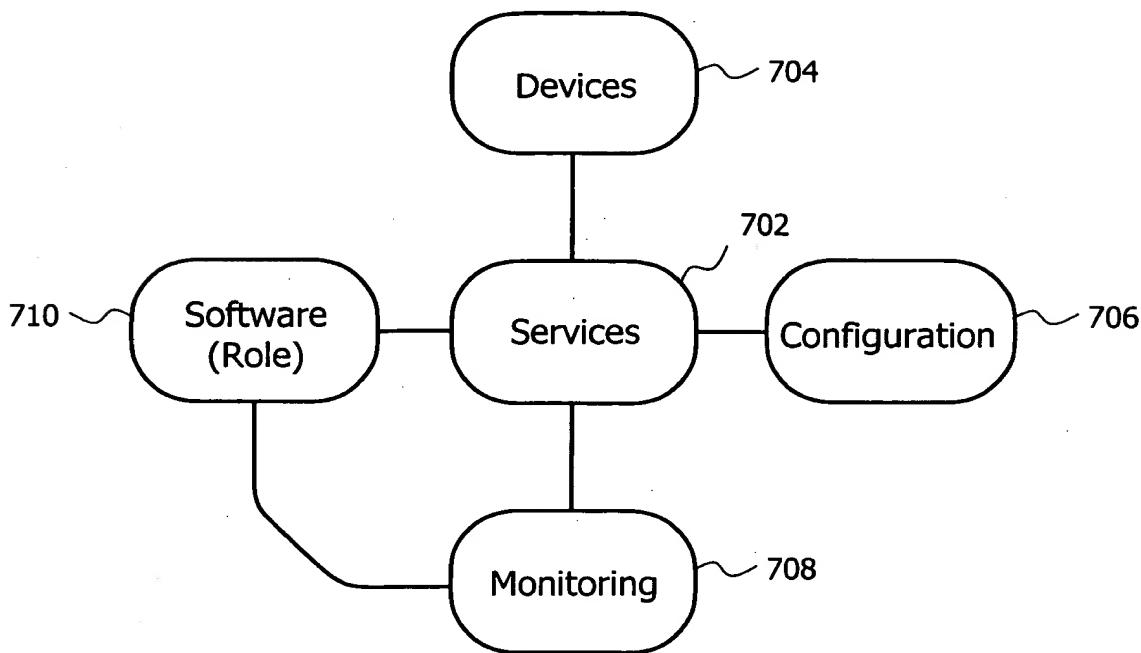


FIG. 7

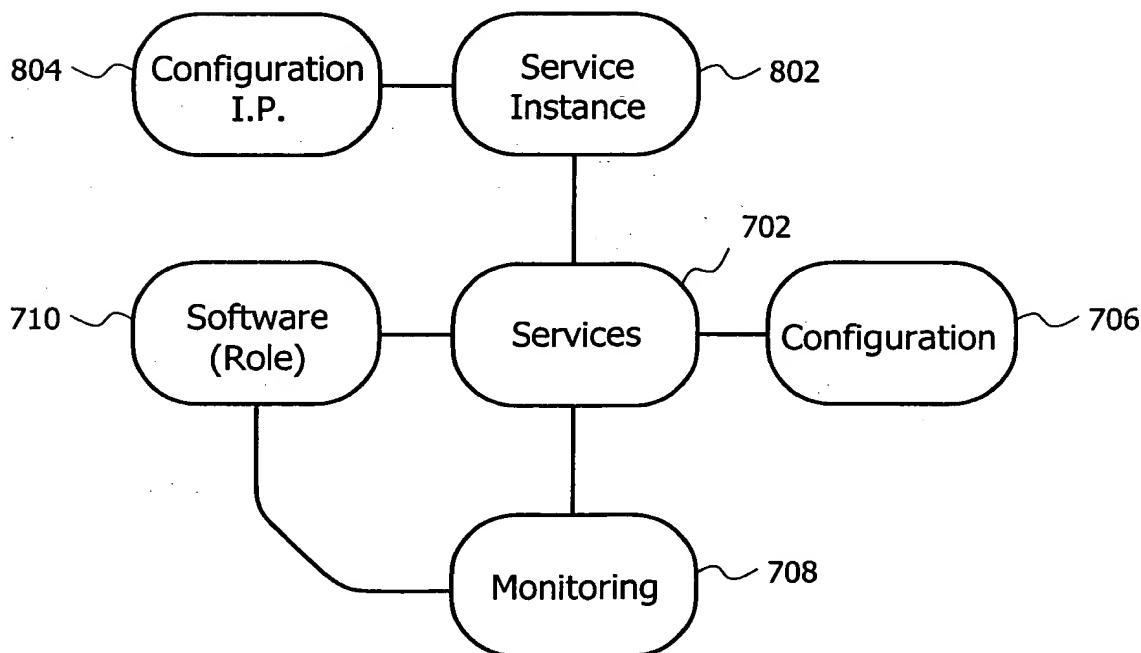


FIG. 8

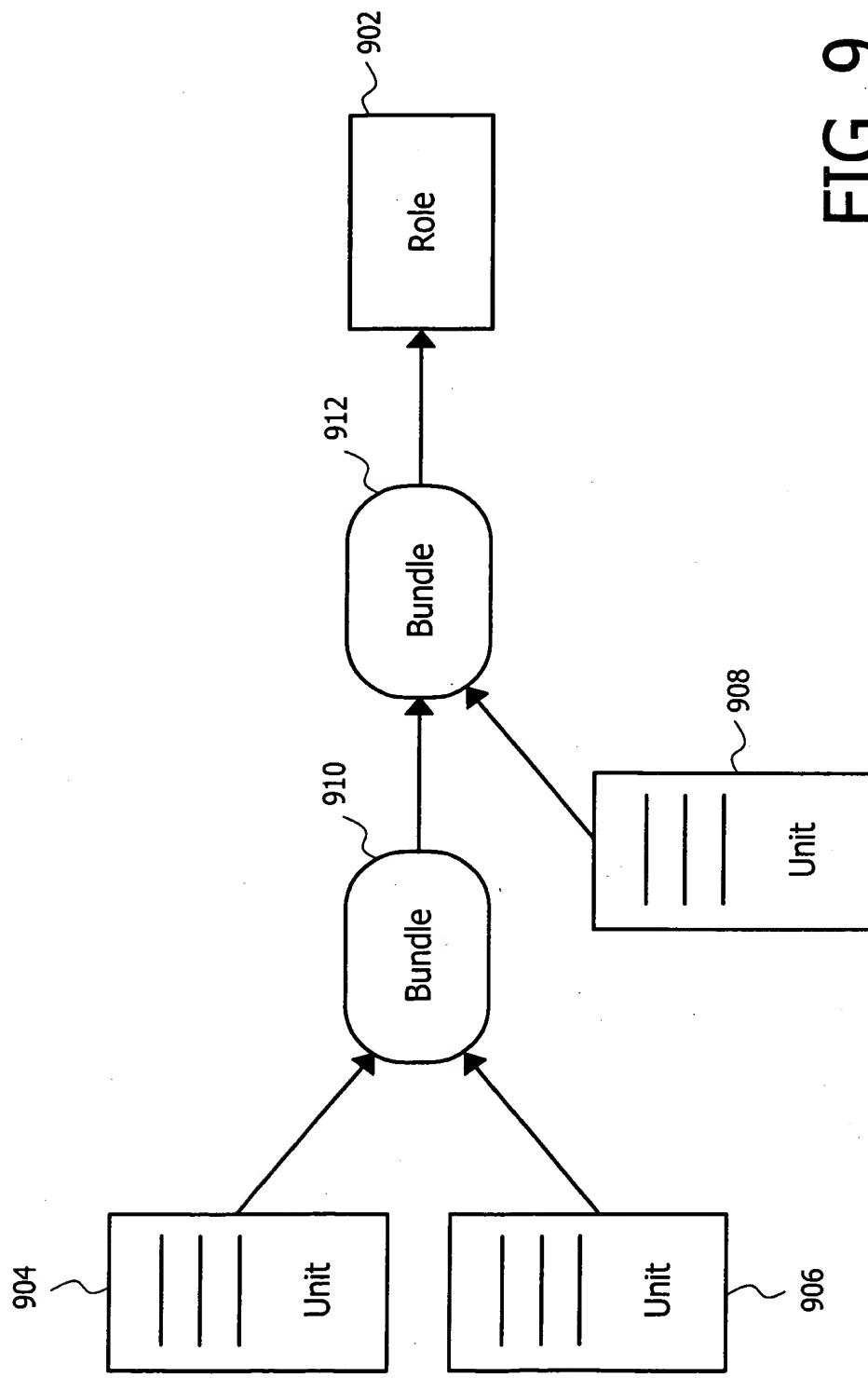


FIG. 9

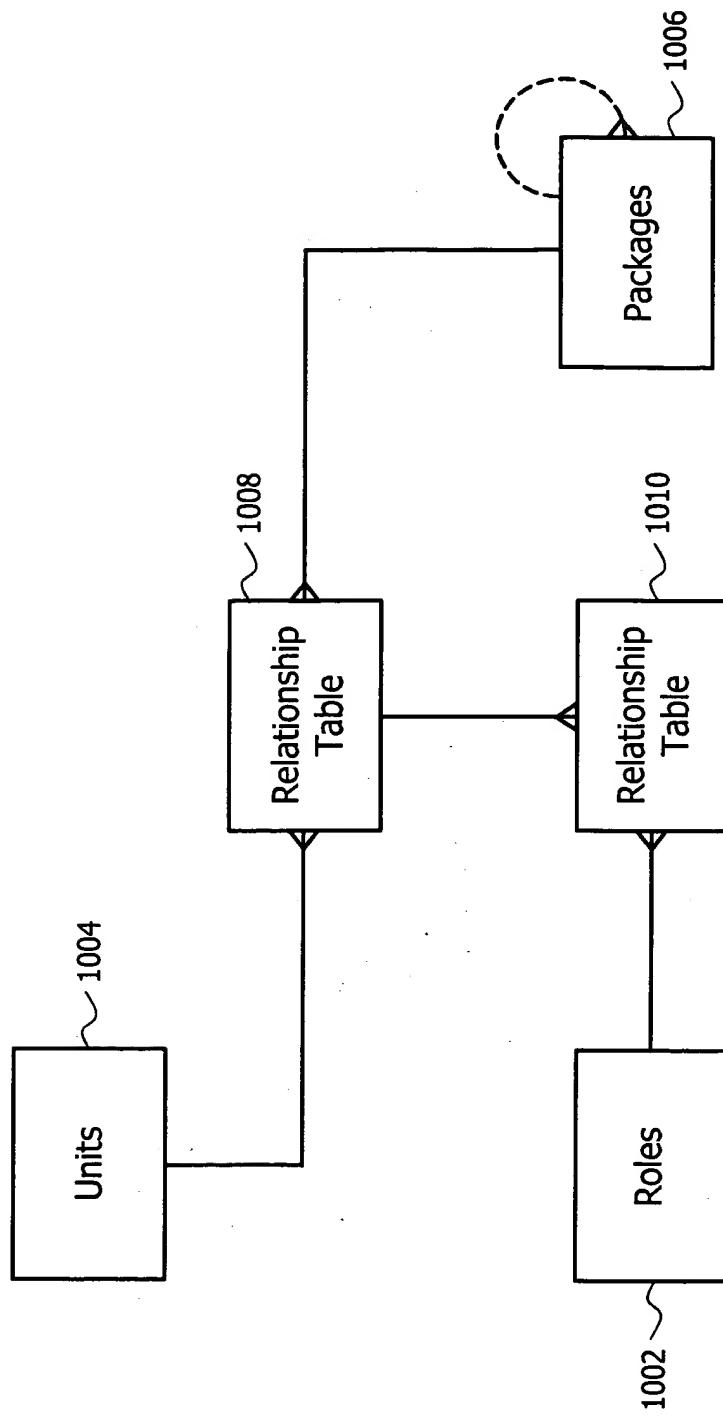
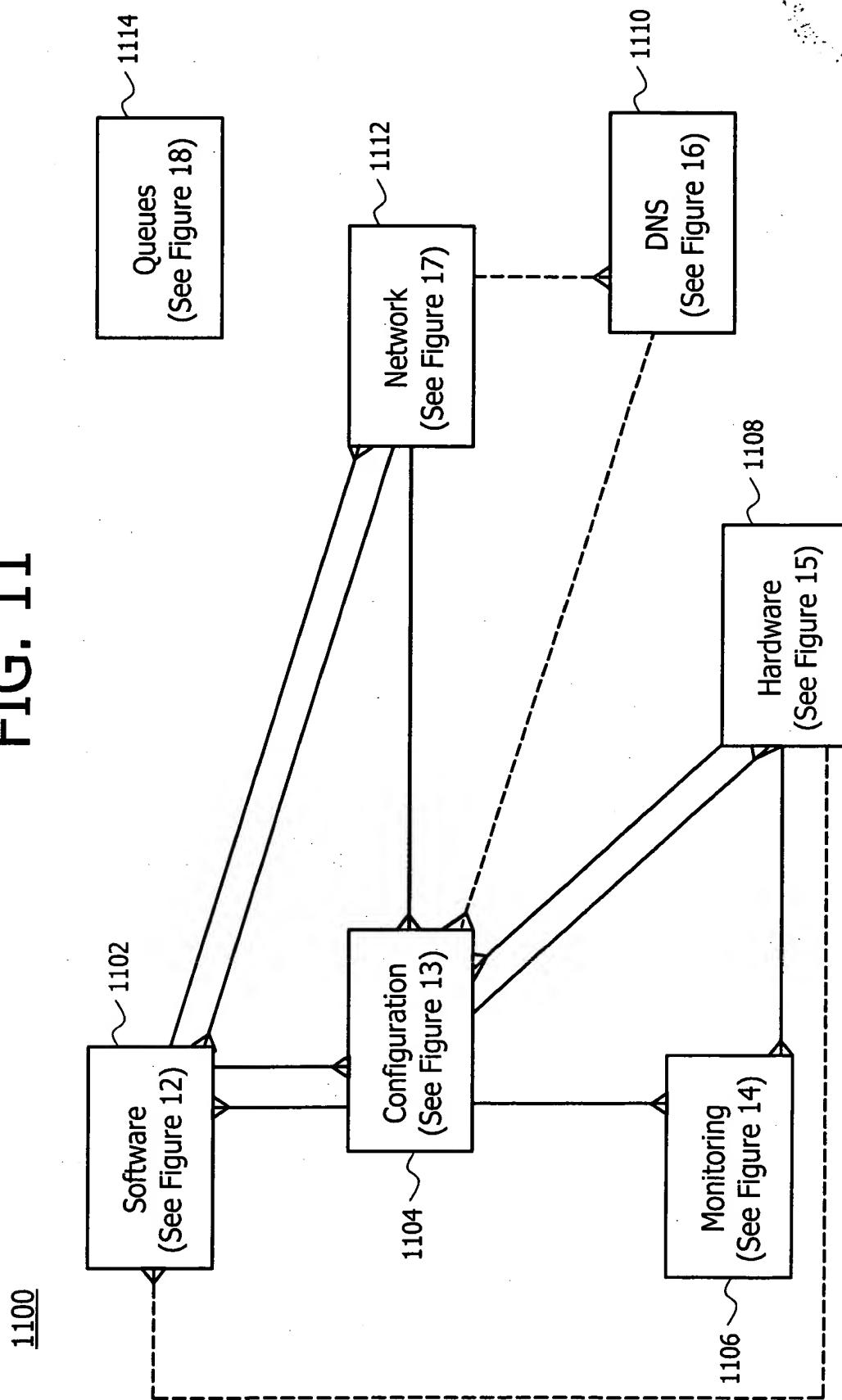
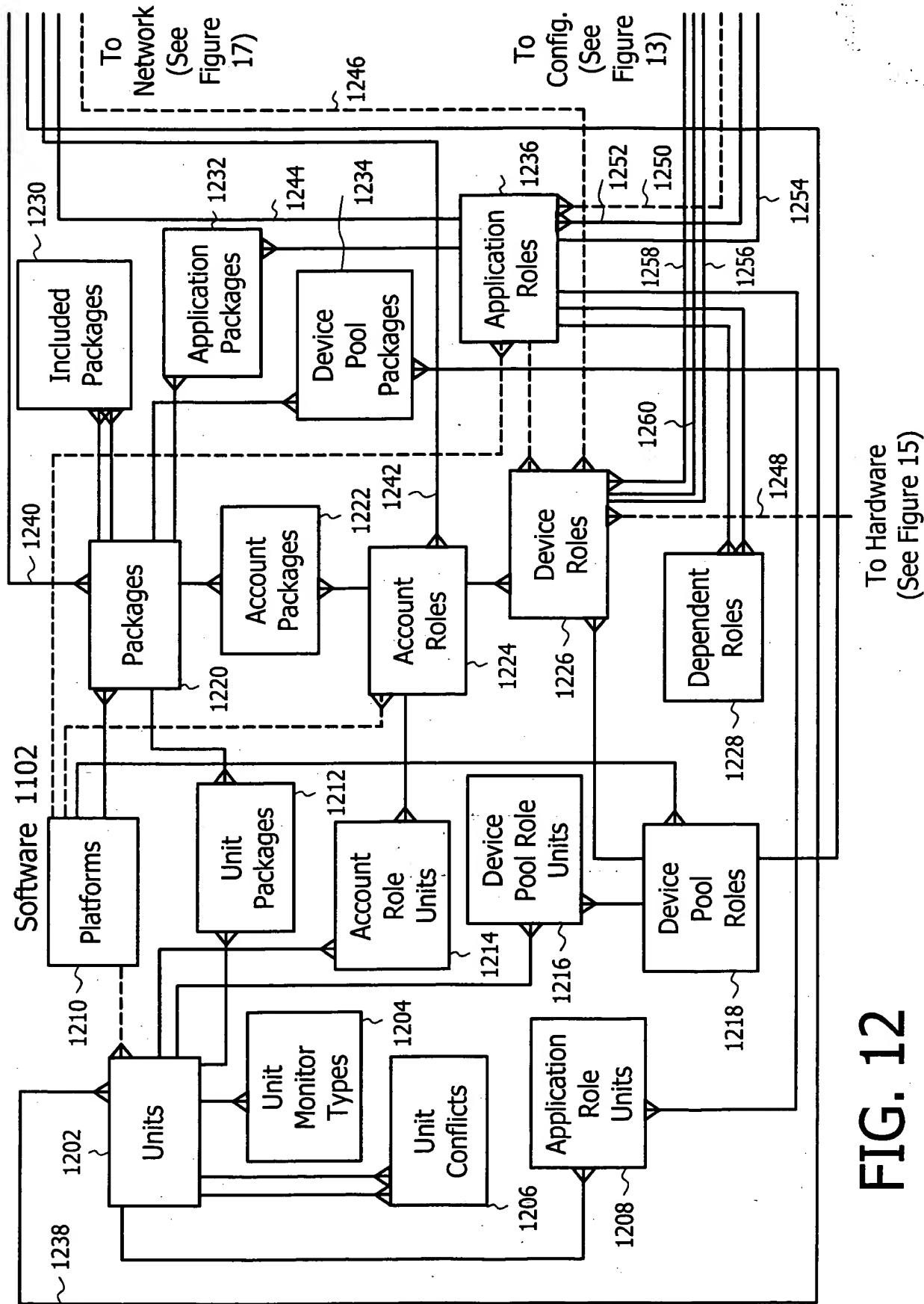


FIG. 10

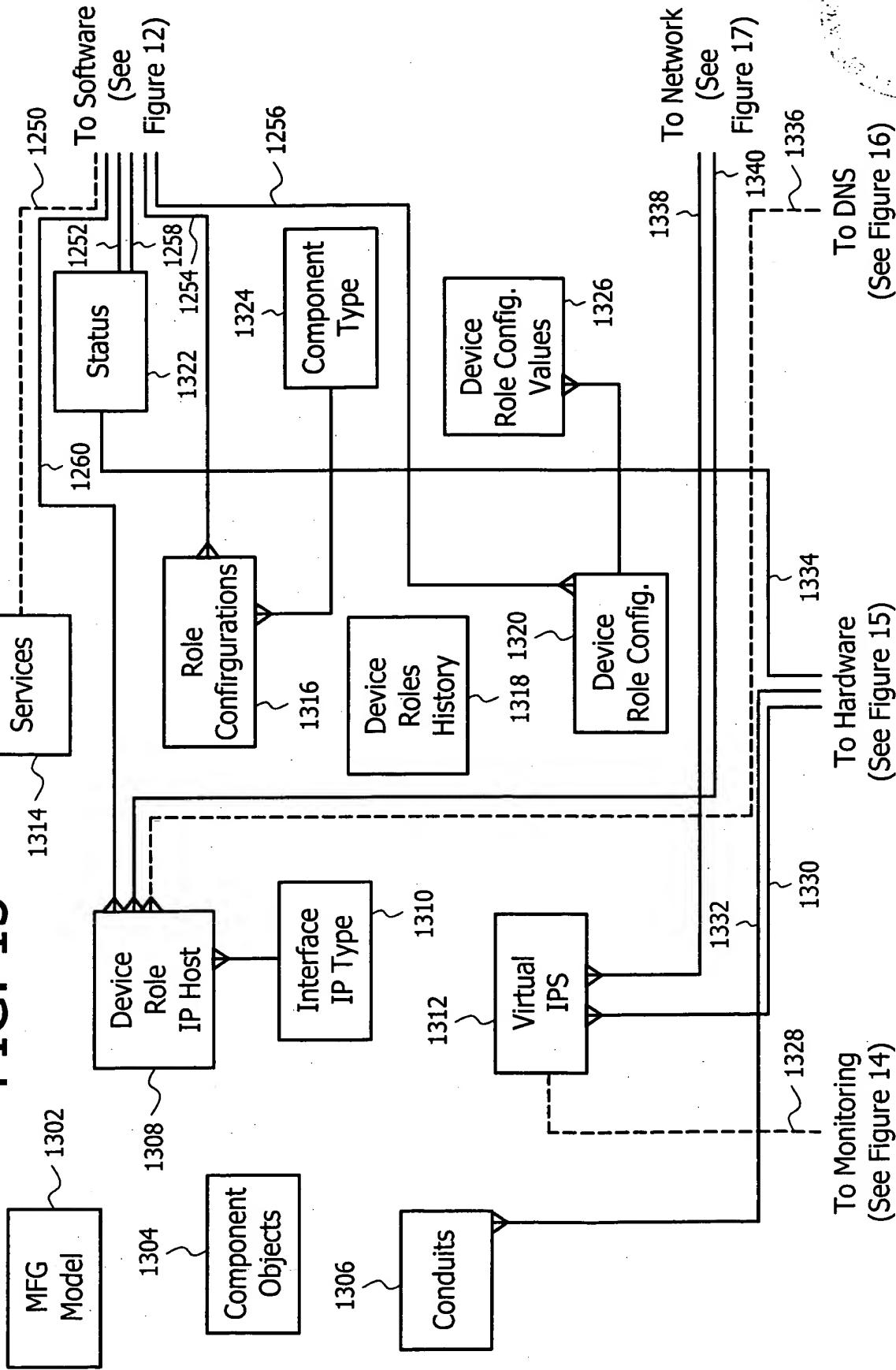
FIG. 11





**FIG. 12**

**FIG. 13** Configuration 1104



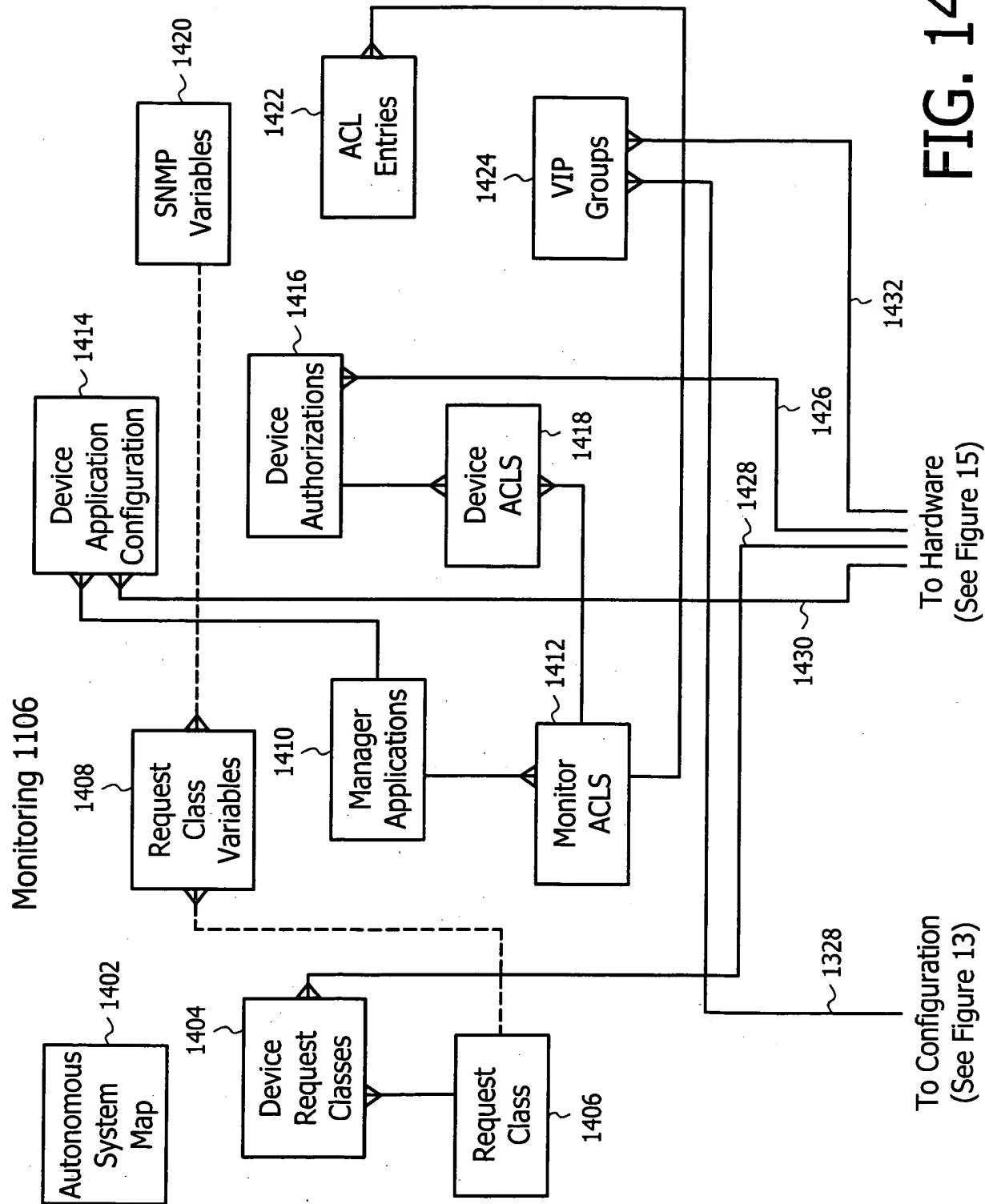
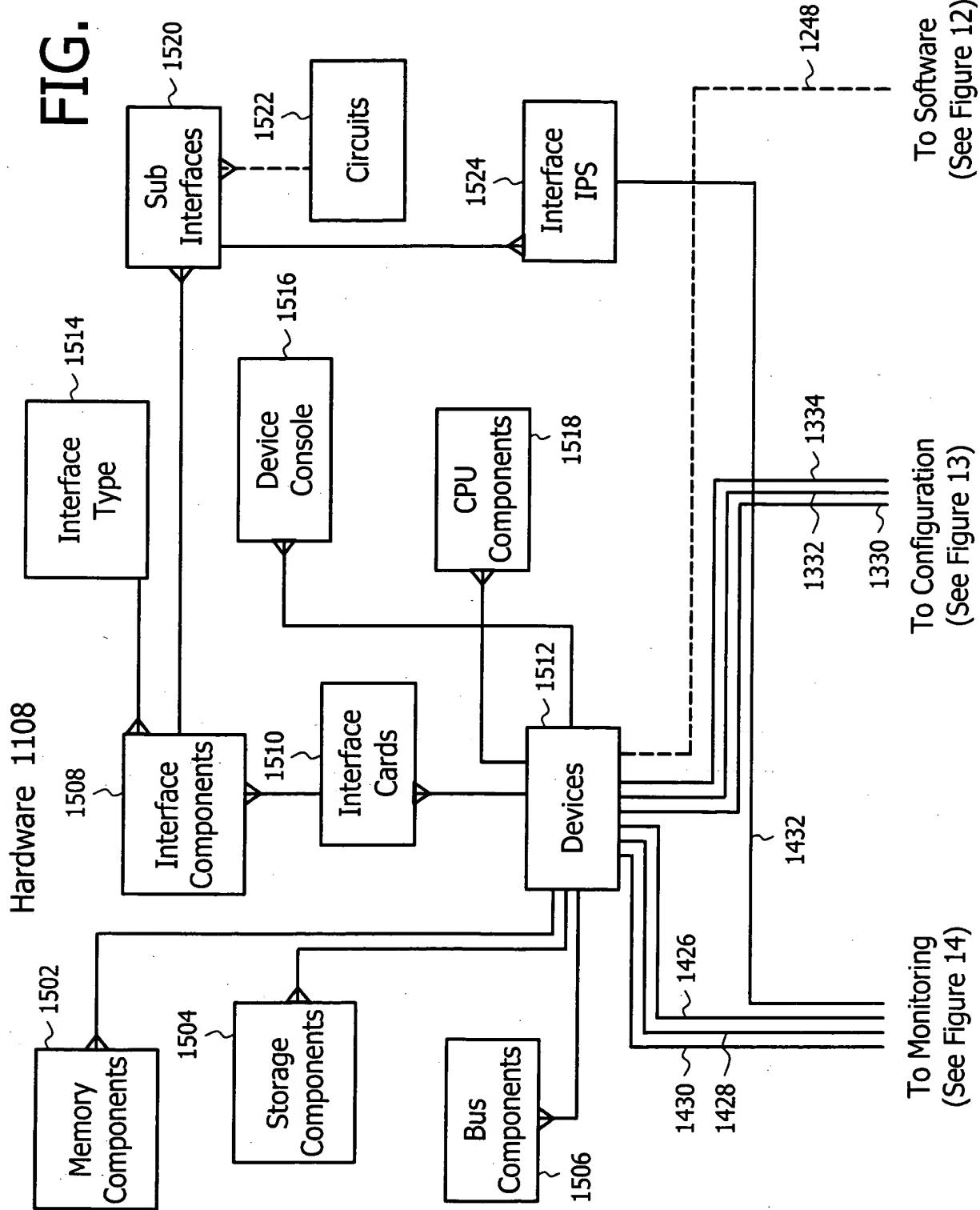
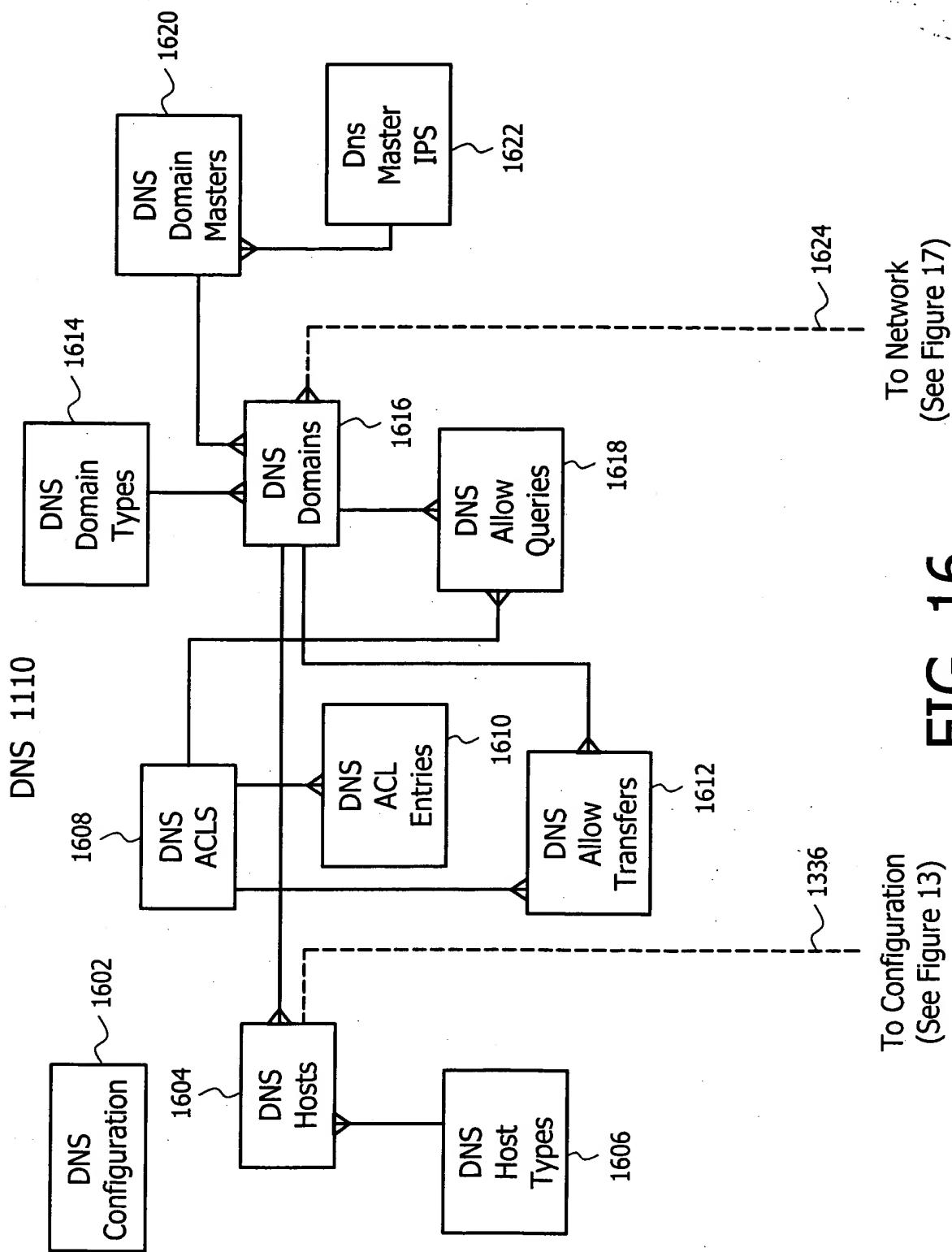


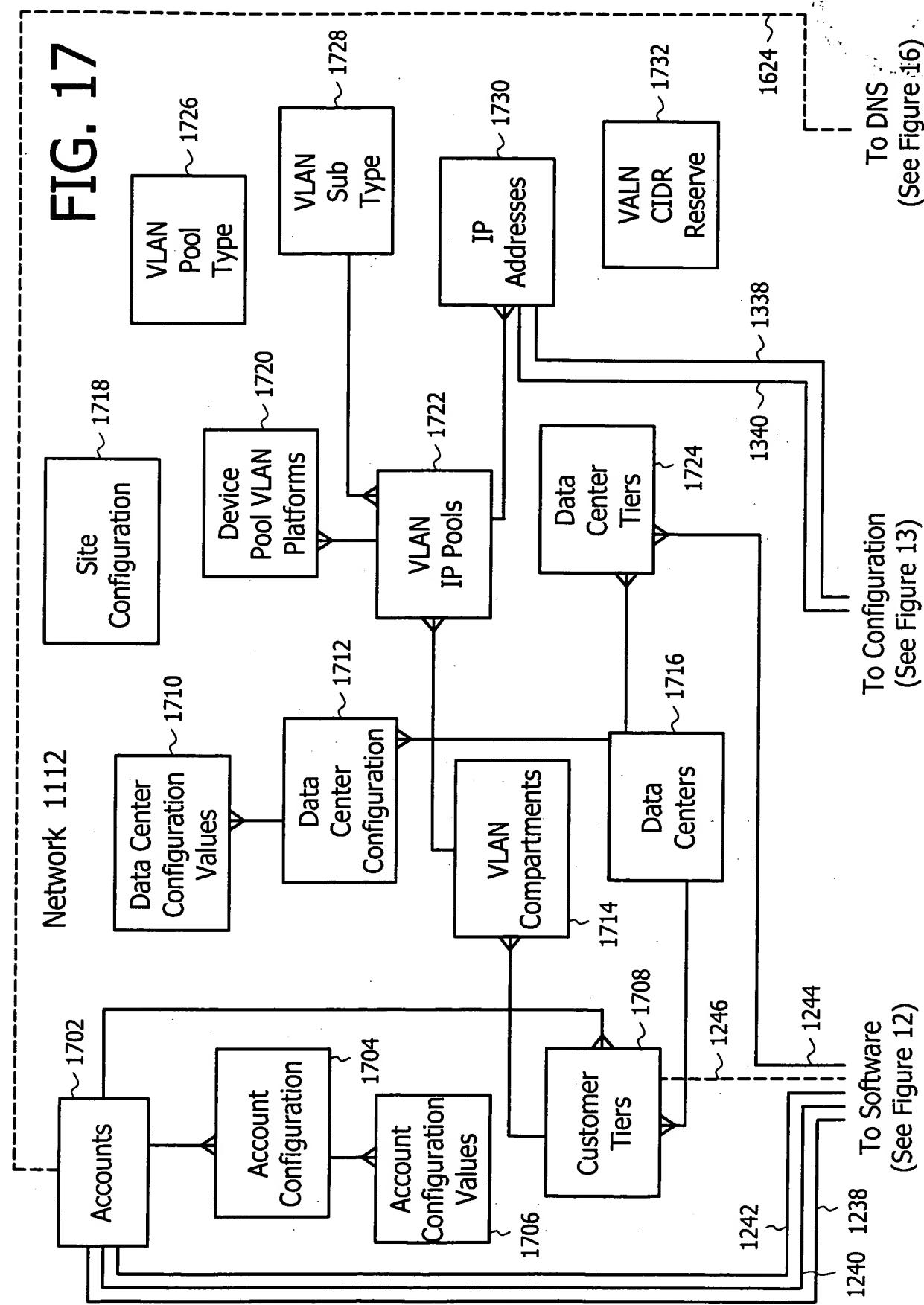
FIG. 14

FIG. 15





## FIG. 16



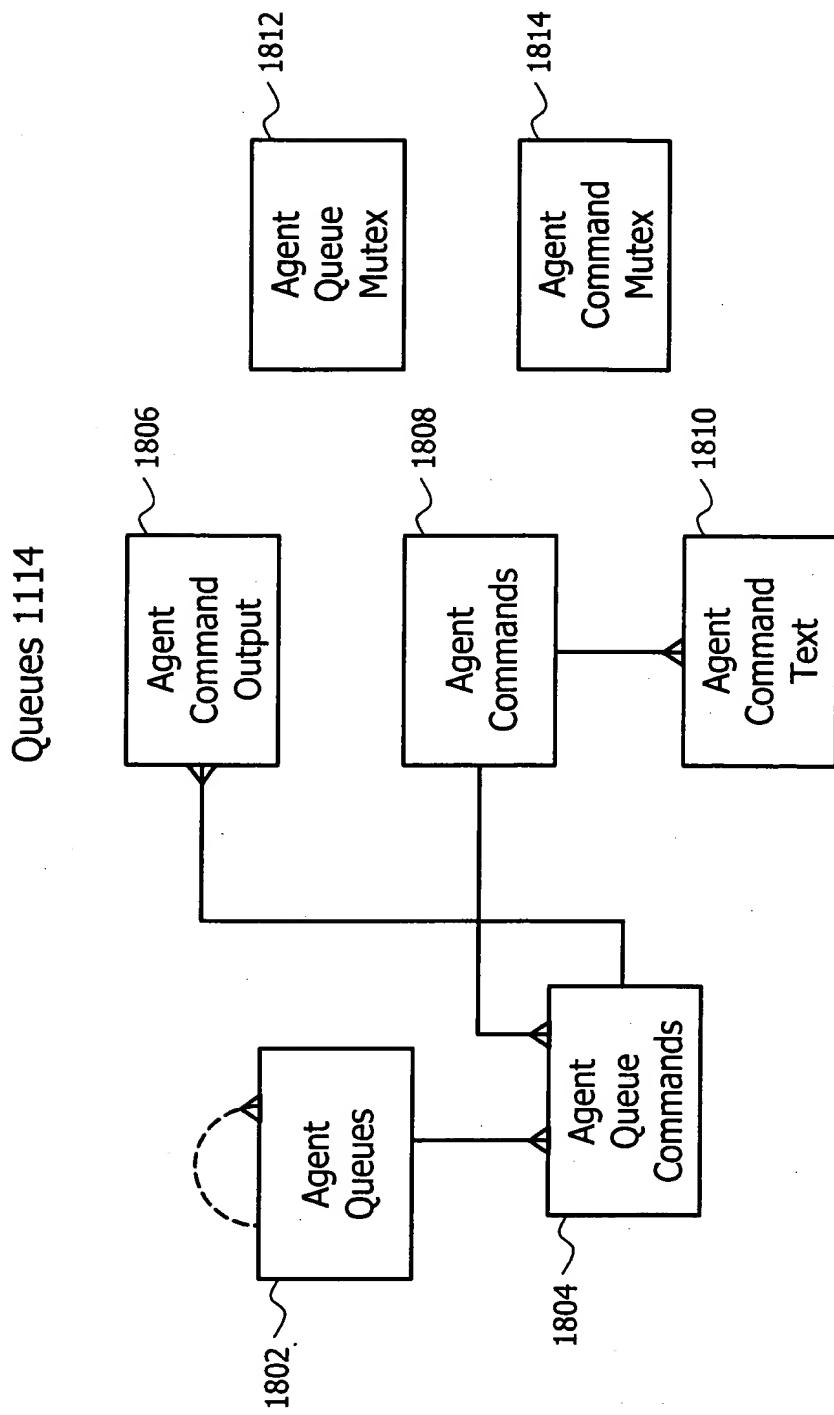


FIG. 18